



FUEL CONTAMINATION AND MY WATER SUPPLY



QUICK CHECK LIST

- my tap water tastes or smells of fuels or solvents
- I have a fuel tank stored at my property
- I know there has been a fuel leak or spill nearby
- all or part of my water pipe is made of plastic
- my fuel tank has recently been moved or filled up



WHAT CAN YOU DO?

If your water tastes or smells of any type of fuel or solvent then you should call us as soon as possible. Sometimes the chemicals that cause these tastes and smells can be harmful.

- If the land is contaminated (such as from a fuel spill) then any underground plastic water pipe needs to be replaced in a protected material, e.g. plastic coated copper pipe or special plastic barrier pipe.
- We can then investigate whether your service pipe and our water mains are affected and advise if your service pipe needs replacing in a protected material.
- If you know of any fuel spills you should contact the environmental health team at your local council as soon as possible to try and prevent any further damage.
- Even if the water hasn't been contaminated yet, it can still become contaminated through the plastic pipe in the future.



WHAT CAUSES IT?

Fuel tastes or smells can be caused by fuel or heating oil which has been spilled on the ground.

These chemicals can travel through plastic water pipes if they are nearby and contaminate your water supply.

It may take days, weeks or even months to notice the taste to your water supply.

Contact your insurance company about replacing your service pipe.

Look at our list of Approved Plumbers and Underground Installers online, at www.watersafe.org.uk

Alternatively, call our Connections Team on **0345 60 66 087**.



CONTACT US



You can get further information on water quality from our website www.anglianwater.co.uk/dwq or call our Contact Centre on **03457 145 145** 24 hours a day, 7 days a week.

Non household customers may also choose to speak to their retailer.

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